

JOB OPPORTUNITY

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications for Telephone Scheduler Series

All applications must be received by:

POSITION SUMMARY:

Working within the Office of the Jury Commissioner (OJC), the Telephone Scheduler is responsible for answering or referring all telephone inquiries pertaining to juror service matters, using a centralized, automated on-line computer system. The Telephone Scheduler assists callers by providing information and assisting with any necessary adjustments to jurors' terms of service. The Telephone Scheduler assists other telephone schedulers and OJC personnel as needed, and may assist with administrative projects.

The position title above the entry level performs more complex and varied work. Employees are hired at the entry level position title and are eligible for reclassification to the higher level position title within this series consistent with the specifications of the higher level position title. The position title reverts to the entry level when there is a vacancy.

ORGANIZATIONAL LEVELS:

Telephone Scheduler I - This is the entry level position title within this series. Employees are expected to perform the full range of entry level duties for this series.

Telephone Scheduler II - This is the second level position title within this series. Employees are expected to perform higher level duties which require more knowledge of policies and procedures and to exercise more independent judgment.

MAJOR DUTIES:

Telephone Scheduler I Duties:

Working under the direction of the Call Room Supervisor and the supervision of the Operations Manager, the Telephone Scheduler I:

Receives and responds to telephone and mail inquiries from jurors in a courteous, efficient and professional manner.

Implements scheduling and other changes on matters pertaining to juror service in response to telephone requests, using the computerized, on-line jury system.

Implements changes on matters pertaining to juror service manually in response to mailed requests.

Uses a web application to access OJC images to review archived document images.

Reschedules or otherwise handles delinquent jurors as they call a special delinquent telephone number for this purpose.

Routes business phone calls to appropriate staff persons.

Backs up Administrative Secretaries, Data Entry personnel, Operations Coordinator, and other OJC personnel as required.

Assists with special projects as required.

Performs related duties as required.

Telephone Scheduler II Duties:

Working under the direction of the Call Room Supervisor and the supervision of the Operations Manager, the Telephone Scheduler II:

Evaluates requests for permanent disqualification and makes recommendations.

Handles more difficult calls involving sensitive issues.

Provides a variety of clerical and administrative assistance to other departments as necessary.

Assists in the training of new employees and serves as a lead person, answering questions and providing technical advice.

Performs special projects as required.

Performs all of the duties of the lower level as required.

Performs related duties as required.

POSITION REQUIREMENTS:

Telephone Scheduler I Requirements:

High School Diploma and the completion of training in a technical specialty program in the operation of automated telephone systems, or an equivalent combination of education and experience.

Knowledge of and ability to use personal computers and basic software.

Knowledge of and ability to use automated telephone equipment.

Knowledge of grammar, spelling, and punctuation.

Ability to communicate professionally and efficiently with members of the public, the Trial Court, and others.

Excellent telephone etiquette.

Telephone Scheduler II Requirements:

Two years of experience as a Telephone Scheduler I

Considerable knowledge of on-line system technology.

Considerable knowledge of court and jury system policies and procedures.

Demonstrated ability to provide excellent customer service and to respond to more difficult calls.

ENTRY LEVEL SALARY : \$

Send resume **and** completed Trial Court Application for Employment to:

Applications for Employment are available at all court locations and at the Administrative Office or may be downloaded from <http://www.mass.gov/courts/jobs> or from the Trial Court Intranet web site at <http://trialcourtweb.jud.state.ma.us/jobs>

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER